

Support and Operations

Mission

To provide administrative and support services to all state operations in a manner that allows state agencies to serve the citizens of Indiana in an effective, responsive, and efficient manner.

Summary of Activities

A variety of state agencies, boards, and commissions provide essential support services to state agencies. They include:

The Indiana Department of Administration (IDOA) manages state construction projects, administers procurement and service contract procedures, manages and maintains state-owned facilities, oversees compliance with state and federal laws regarding minority, disadvantaged, and women business enterprises, and provides general services including the state motor pool, printing, mail distribution, recycling and travel. The recycling division of IDOA manages the continuing development and implementation of Indiana's Greening the Government Program. The procurement division has duties that include vendor registration, bid solicitation, vendor selection, contract compliance, and procurement of goods and services. IDOA provides maintenance for the Indiana Government Center Complex in Indianapolis, which includes state office buildings and the Statehouse.



The IDOA Division of Information Technology (DoIT) provides fee-based technology services to state government, including a full range of voice and data network services; mainframe, midrange and local area network services; and quality, innovative, cost-effective and timely information technology services. The Information Technology Oversight (ITOC) reviews and oversees technology projects pursued by state agencies.



Stephen Carter
Attorney General

The Office of the Attorney General represents the State of Indiana in legal matters. The State Ethics Commission promotes ethical conduct of state officers and employees through training, advising and enforcement of the standards of conduct.

The State Personnel Department provides human resource services to state agencies including: developing and maintaining the Human Resource Information System (HRIS); consulting on organizational design; managing the classification and compensation system; administering health insurance and other employee benefits; providing high quality professional training and development courses; attracting a diverse workforce; developing state personnel policy; and leading negotiations with the three state unions and administering the resulting settlements. The State Employees' Appeals Commission reviews complaints filed by state employees and sets evidentiary hearings for appropriate cases.

The Public Employees' Retirement Fund (PERF) provides pensions and pension services to most state employees, the legislature, the judiciary, and employees of participating municipal units. PERF manages approximately \$10 billion in combined assets. The fund covers nearly 200,000 current and former employees of more than 1,100 separate employers, and pays benefits to nearly 60,000 retired or disabled members on a monthly basis.

External Factors

There are many external factors affecting the services provided by the support and operations agencies: the rising cost of fuel and materials, budget appropriations, shortage of skilled labor, economy and job market, changing technology, increasing use of electronic records, and changes in state and federal pension and tax laws.

Evaluation and Accomplishments

Police security for the Indiana Government Center formerly administered through the Indiana Department of Administration (IDOA) was transitioned to the jurisdiction of the Indiana State Police to better coordinate the law enforcement services and protection to workers and visitors in the state government buildings. The efforts of IDOA to grow and mentor minority business appears to be producing results as more and larger projects are awarded to minority-owned businesses. In the 2002 Digital States Survey Indiana ranked number one among all states in the category of Management and Administration of Information Technology. ITOC developed and promulgated new accessibility guidelines for public information systems.

The State Personnel Department achieved over \$4 million in savings as a result of the State's Voluntary Furlough Program and adjusted the compensation plan to offset increases in state employees' healthcare contributions. The Department also administered the Early Retirement Incentive Program which resulted in approximately 1,400 state employees retiring. It also enhanced the utilization of technologies including web-based insurance open enrollment, electronic training materials, online employment application process, online training registration process, and a new Job Bank search engine.

PERF worked closely with the State Personnel Department to successfully administer the State Retirement Incentive Plan. PERF's call center completed its first year of service to PERF's members and employers fielding nearly 100,000 calls at an average speed of answer of less than 30 seconds and a 97% answer rate in its first year of operation. A new hiring policy to include criminal background checks on all current and new employees was adopted in recognition of the sensitive, personal information PERF is charged with managing. The Fund has also engaged a security consultant to undertake a cyber and physical security assessment.

Plans for the Biennium

The Procurement Division within the Indiana Department of Administration will continue to evaluate the initiation of eProcurement. The Public Works Division will work with state agencies to assess their physical needs and plans. DoIT will increase the resource sharing opportunities to focus on the evolving needs of their customers. PERF will continue to pursue initiatives designed at improving customer service and providing enhanced access to information and services by members and employers. PERF's publications and website will undergo review and update.

